# Placer County Superior Court
# Online Portal Account User Guide

Last Updated: January 7, 2020

## OVERVIEW

The eCourt online portal account allows the ability to view electronic case information that is otherwise not publicly available. To view this type of case information you must request specific case access through the court. For instructions on how to request case access please visit: http://www.placer.courts.ca.gov/online-case-access.shtml

This guide will provide you with the necessary information on how to pay your traffic fine online, create an account, view cases you've been granted access to and reset your account password.

### It is important to know:

1. You **DO NOT** need and account to pay your traffic fine
2. You **DO NOT** need an account to conduct a public case search

If you are having portal account related issues and cannot find the answer in this packet, please email portalsupport@placer.courts.ca.gov

# TABLE OF CONTENTS - *Click on a section below to be directed to that page.*

**Overview** ..... **1**

**Paying Your Traffic Fine** ..... **3**

Navigating to the Portal Home page ..... 3

Using the Traffic Division Online Payment System ..... 3

**Creating an account** ..... **6**

Creating Your Portal Account ..... 6

**Your Portal Account** ..... **9**

Accessing Your Existing Cases ..... 9

Forgot Password to your Portal Account ..... 10

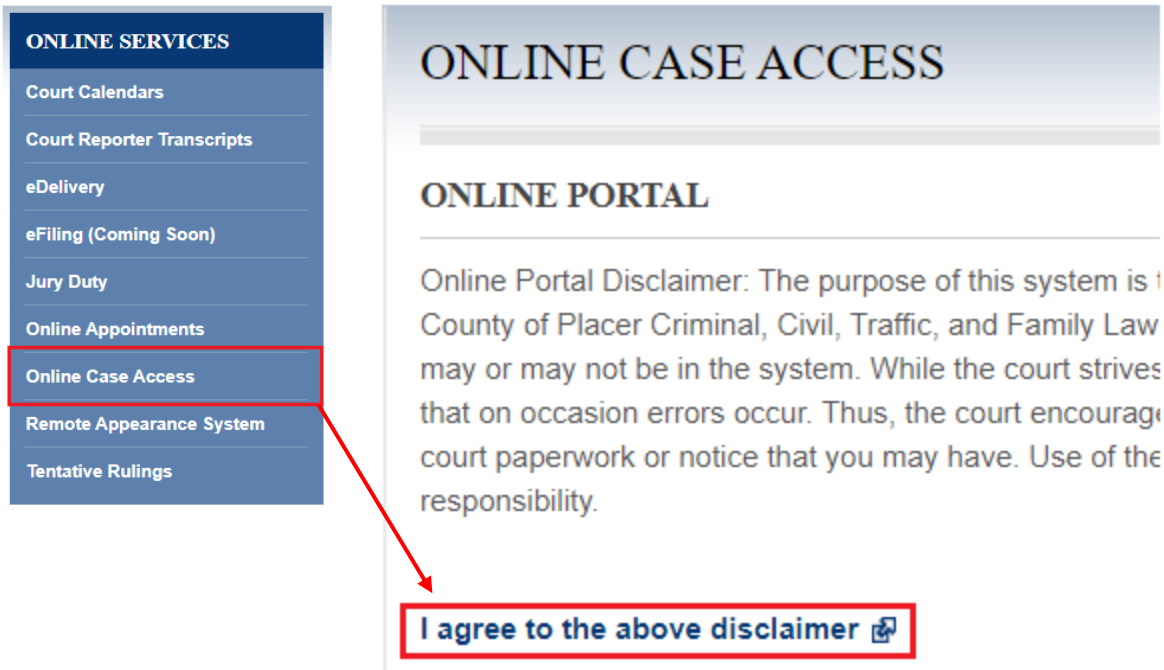
# PAYING YOUR TRAFFIC FINE

You can use the online traffic payment system to pay your traffic fine.

**Note**: An account is not required to pay your traffic fine or search for public case records. This can all be done without an account.

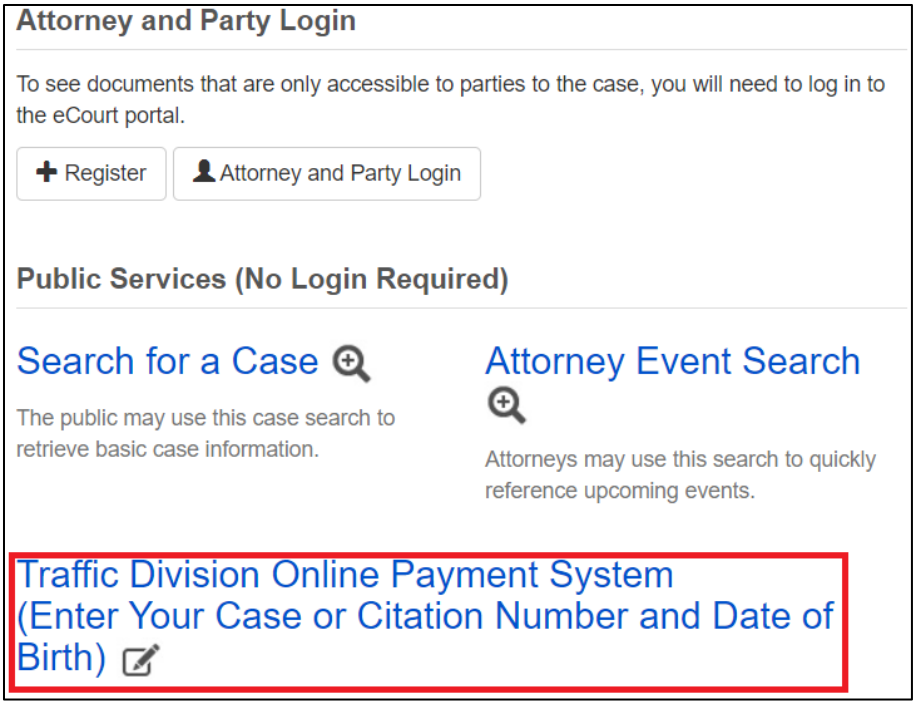
## Navigating to the Portal Home page

To find the portal link on the Court's Website, find the **Online Services** menu at the top of the page. Select **Online Case Access**, review the disclaimer and then click the box that says **I agree to the above disclaimer**.

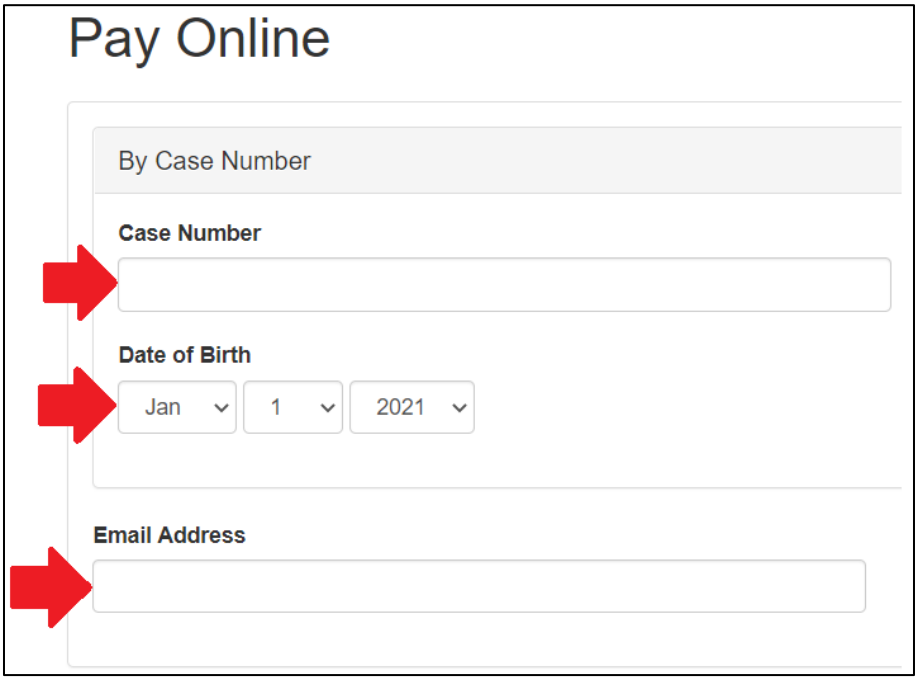



## Using the Traffic Division Online Payment System

1. Once at the online portals home page click the Traffic Division Online Payment System link.



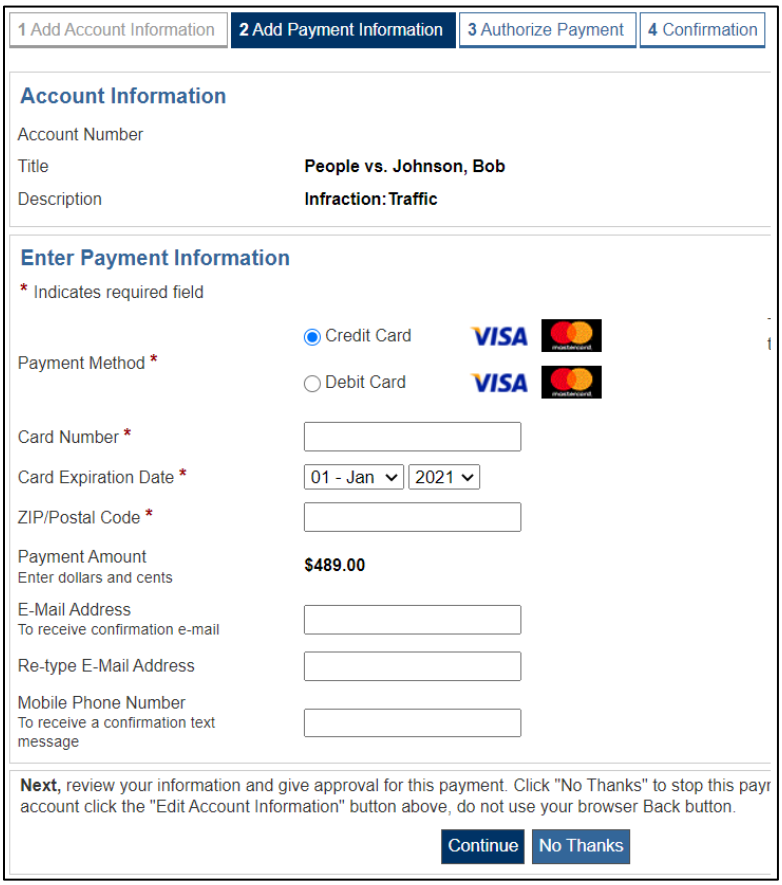

2. Enter your case number including the dashes (e.g. 41-0123456) your birth date and your email address.



3. Once all the information is entered the system will take you to the payment system. You should see the case information and the total amount due. Click continue to make your payment.

4. This will take you to the **Bill Pay Site** to make your payment. Enter all of the payment information and select continue to authorize your payment.

   **Note:** Please make sure the ZIP/Postal code is correct for the card used or the payment will fail.



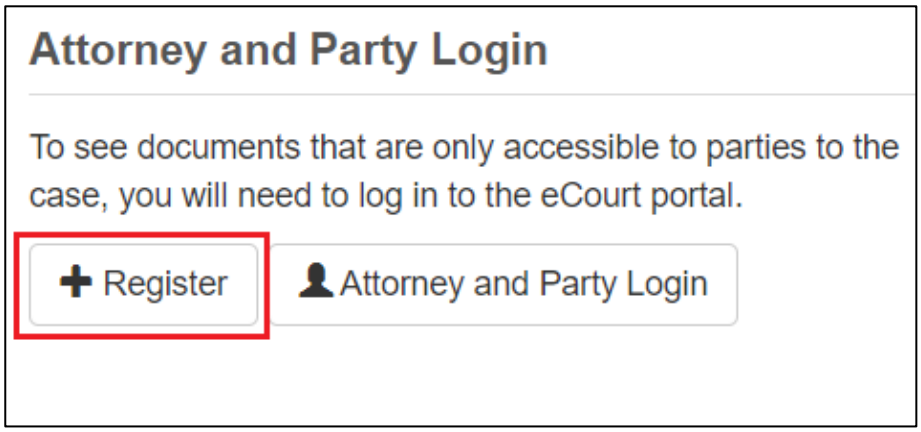
# CREATING AN ACCOUNT

Accounts can be created on the public portal by visiting:
https://webportal.placerco.org/eCourtPublic/

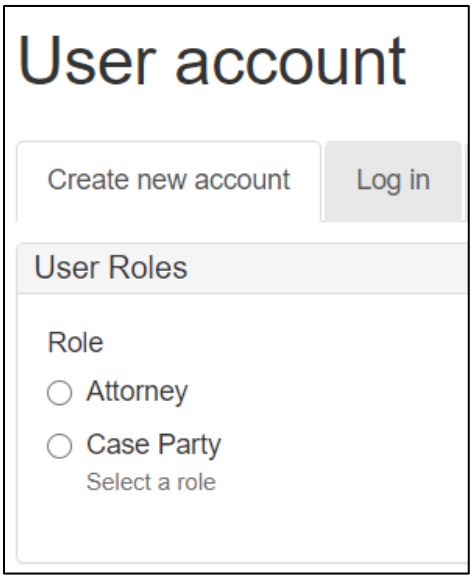
**Creating Your Portal Account**

To create an account:

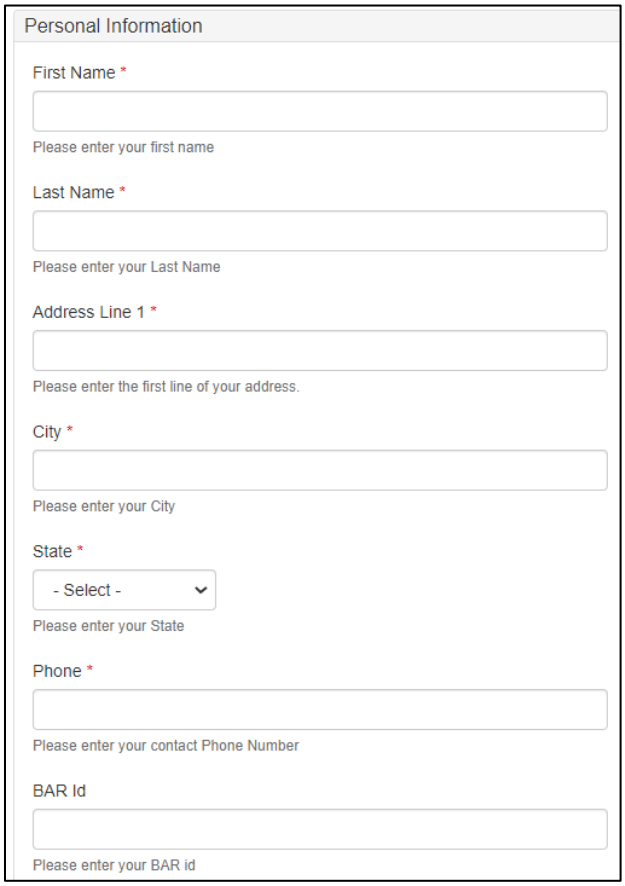
1. Go to https://webportal.placerco.org/eCourtPublic/ and click on **Register** .



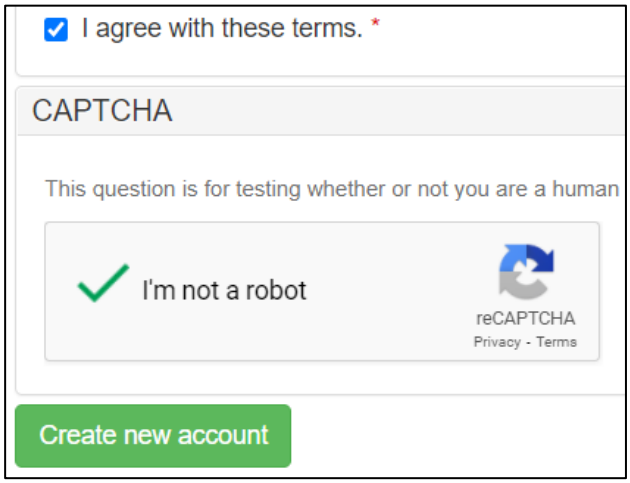

2. Select the correct **User Role** for your account



3. Enter all the necessary **Personal Information**. If you are signing up as an Attorney, please remember to enter your BAR ID.
    a. **It is Important to note:**
        i. The email address that is used on this account **MUST** match the email address that was or will be provided to the court.
        ii. For Attorneys, the email used **MUST** be the current email on your state BAR profile. If you do not have a current email on the state BAR, we highly recommend adding it prior to requesting access to cases.

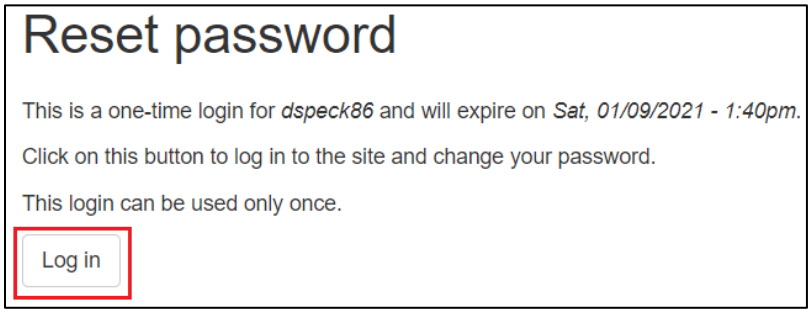



4. After entering your information, review the **Terms of Use** and then select **I agree to these terms,** check the CAPTCHA, and click **Create new account**

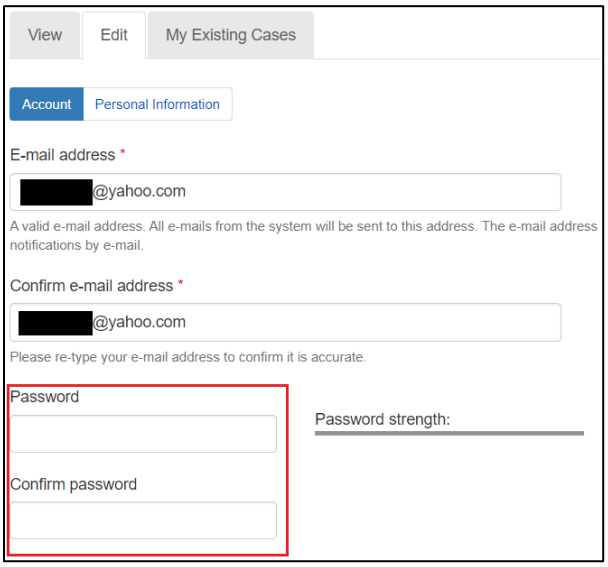



5. You should receive an account activation email like the one below. Click on the outlined link.

6. The link will take you to the **Reset Password** page. Here you will click the Log in button to enter your new password.
    a. **Note:** The one-time login does expire. If it expires you must use the **Request a New Password** feature outlined later in this guide. Once this link is used it can not be used again.



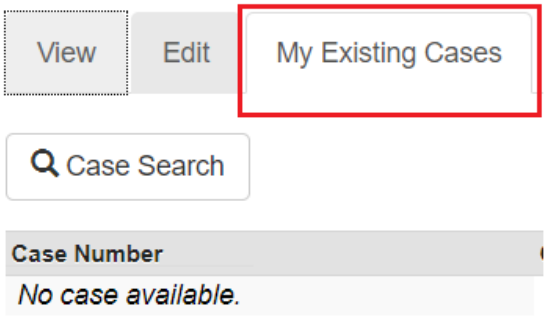
7. Once you have selected the Log in it will re-direct you to your account page where you will enter your **New Password** for your account. You should now be logged into your Placer Portal Account.



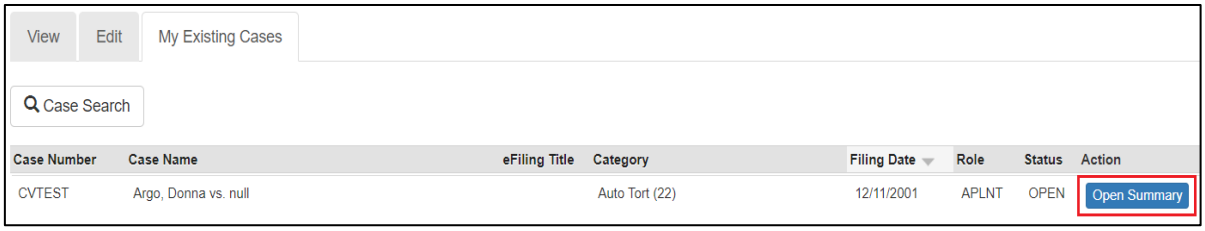

# YOUR PORTAL ACCOUNT

## Accessing Your Existing Cases

1. Once you are logged into your account you will have the ability to access any cases that you have been granted access to. To view these cases click on the **My Existing Cases Tab** from your portal home screen.
    a. **Note:** If you have not been granted access to any cases it will show ***No case available.***

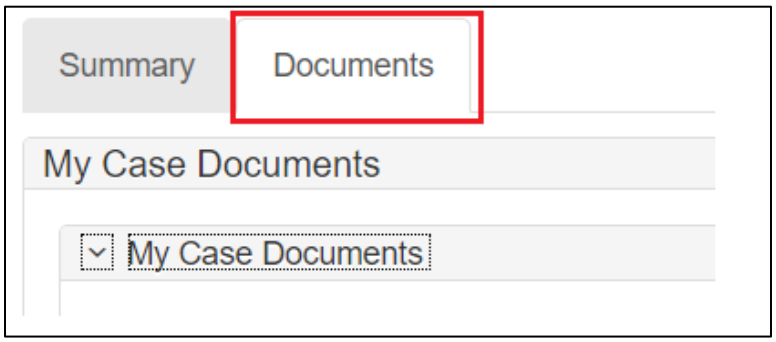



2. If you have been granted access to cases, you will see those cases listed here. To view the case information for this case, select the **Open Summary** button on the right-hand side of the case info line.




3. This will open the electronic case file summary for that case. Here you will be able to

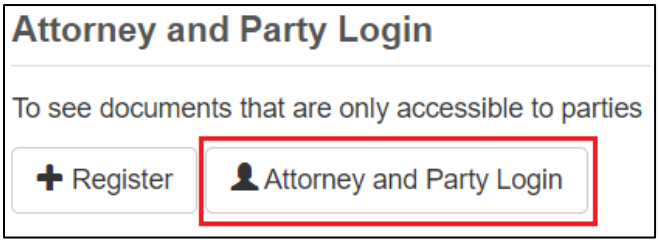
4. view information such as; parties, events, financials, charges and attorneys. To view documents related to this case you will need to click on the **Documents** tab.



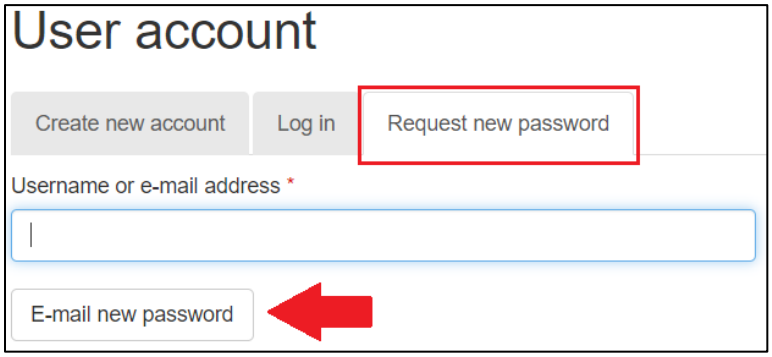

5. Within the documents tab you will be able to view public and case party document entries.
    a. Information about document status in the list.
        i. **Download** - If the document has this listed under the **Download** column then the document is available for download through the portal account.
        ii. Document: SEALED – This documents line item can be viewed but has been sealed within the case. You will not have the ability to view this document.
        iii. **Download** *Unavailable* – This document has either not been scanned into the case or cannot be viewed online.

## Forgot Password to your Portal Account

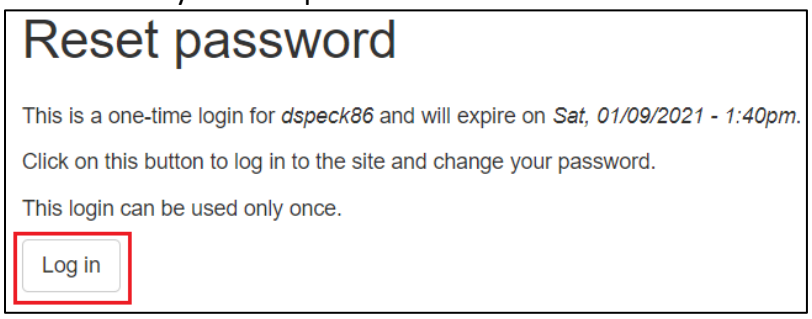
1. Go to https://webportal.placerco.org/eCourtPublic/ and click on **Attorney and Party Login**.



2. Within the User Account page click on the **Request new password** tab. Enter the email associated with your account and then click the **E-mail new password** button




3. You will receive an email like the one below to reset your account password. Click on the highlighted link in your email to be directed to the **Reset password** page. Click on the **Log in** button to enter your new password




4. You will be able to enter your new password for your portal account.
5. Login using your new password.